



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

**State Consumer and Family Advisory Committee**

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November 6, 2012

To: Representative Nelson Dollar, Co-Chair  
Senator Stan Bingham, Co-Chair  
Adult Care Home Transitions Sub-Committee

From: From: State Consumer and Family Advisory Committee Members

Subject: Policy Suggestions

During this transition time to LME-MCO environments, the State Consumer and Family Advisory Committee identified several concerns for consumers and families affected by intellectual and/or developmental disabilities in our state that could cause increased use of crisis services due to potential loss of consumer services and less direct guidance for families as a result of:

- a. Less knowledge/talent from Targeted Case Managers in writing quality care plans as more and likely experienced Targeted Case Managers leave for other jobs.
- b. Less time/energy and increased stress from Targeted Case Managers as they try to find other jobs thus increasing likelihood of missing important details.
- c. Inconsistent Care Coordination guidance as the new employees in these positions receive training.
- d. Inconsistent &/or uneven guidance across the state regarding Care Coordination duties and how duties will be performed in each LME-MCO area reducing ability of consumers and families across the state to help each other.
- e. Increased risks as greater degree of coordination skills required for consumers who move from one LME-MCO area to another area since each LME-MCO may be in different phase of transition process.
- f. Less ability to target resources on our growing population's community needs due to the lack of funding and increased resource demands in other important areas of the MHDDSA population.
- g. Lack of flexibility in our overly complex system to adequately respond to changing environments, including lack of coordination among efforts and regulations/requirements throughout entire cross-section from the federal level to ultimately the consumers and families we serve in the communities across our state.



To best address the above issues and concerns, we recommend the development of a NC Comprehensive Plan for IDD Population that would include an overall philosophy and strategy with sub-topics (e.g. housing, crisis services, community services, assessment/treatment services, etc.). The recommended solutions should not only correspond with overarching philosophy and strategy, but also address the steps needed so we can chart the course forward in addressing the growing needs of this population in our communities. Also, we recommend this comprehensive plan should be developed with a cross-section of experts from federal, state, local levels of government, provider networks, post-secondary education networks, private companies, & consumers and families to target each sub-topic area and provide:

- a. What IDD goal(s)
- b. Why these goal(s) selected
- c. When these goals will be addressed
- d. How we will address these goals
- e. Measures we will use to evaluate progress
- f. Every stakeholder's responsibility in achieving set measures
- g. Communication loop that includes an effective distribution of this information to all stakeholders
- h. Evaluation and Feedback
- i. Progress Report Schedule

This team should use existing current data, reports, and plans to capture a snapshot picture, identify trends, and seek workable solutions from other states. To find the solutions for NC, brainstorming must occur among all the team members as they are the experts in knowing what could actually be achieved in various situations, service arrays, people/culture of NC, existing obstacles, and can best identify achievable solutions together.

If a systemic shift is part of the recommended solution, there should also be a follow-up task force to determine how to address this aspect. We believe that the tired expression of "this is how we have always done it" does not mean "this is how we should." We can create new solutions with new provider opportunities while giving assistance to existing quality providers to make future transitions.

The consumers and families of North Carolina affected by intellectual and/or developmental disabilities can better participate in solutions when you include them in these processes to create a more appropriately flexible system that can better adapt to the increasing knowledge base for assessment/treatment options and use of technological advances to meet the population's developmental and long-term needs.

We thank you for this opportunity to share our concerns regarding the specific needs of those with intellectual / developmental disabilities in our communities and look forward to continuing our work with you to better address the needs of all those we represent.

cc: Beth Melcher  
Sharnese Ransome  
James Jarrard  
Sue Guy  
Anna Cunningham

